

AMENDMENTS TO THE SPECIFICATION

Please replace paragraph beginning on page 9, line 22, with the following amended paragraph:

The engine 220 includes an error handling mechanism (EHM) [[224 ]]for managing errors. For example, the error handling mechanism (EHM) [[224 ]]can halt the workflow and notify a system administrator of the error. In response to the error, the system administrator can develop, for example, a conversation logic that is tailored for the conversation protocol of the particular service being selected.

Please replace paragraph beginning on page 11, line 15, with the following amended paragraph:

The e-services platform 330 provides a service identifier [[340 ]]of the selected service to the DCLSM 210. The DCLSM 210 accesses the conversation logic repository (CLR) 211 and dynamically plugs-in a compatible or suitable conversation logic based on the service identifier.